



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending December 31, 2004**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.89	2.74	3.33	2.99
B. Operator Answer Time - Information [730.510(a)(1)]	5.43	4.81	5.00	5.08
C. Repair Office Answer Time [730.510(b)(1)]	22.00	49.00	6.00	25.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	199.00 *	59.00	14.00	90.67 *
E. Percent of Service Installations [730.540(a)]	97.21%	97.56%	95.47%	96.68%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.02%	92.18% *	92.48% *	92.97% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.20	2.30	1.80	2.10
H. Percent Repeat Trouble Reports [730.545(c)]	9.98%	12.33%	11.48%	11.23%
I. Percent of Installation Trouble Reports [730.545(f)]	0.09%	0.05%	0.24%	0.15%
J. Missed Repair Appointments [730.545(h)]	67	121	129	106
K. Missed Installation Appointments [730.540(d)]	61	91	167	106

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Citizens Telecommunications Company of Illinois  
d/b/a Frontier Citizens Communications of Illinois  
for quarter ending December 31, 2004**